Real-life Competency Assessment and Training Strategies That Work

Description:
Over time, staff members tend to drift away from procedure specifics as they discover short cuts and workarounds. Such invalidated activities may lead to problematic patient safety issues—both discovered and undiscovered. This session will use examples to illustrate performance improvement opportunities identified through competency assessment and employee training. Learn how to: measure knowledge and skill; use competency assessment to identify poor performers or manage difficult employees; and focus your training efforts on those who need it the most.

Objectives:
At the conclusion of this program, the participant will be able to:

- Design competence measures using statistical principles.
- Describe a simple hierarchal performance model for implementing competency measurements and addressing performance issues.

Speaker: Daniel Haun, MT(ASCP)H
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Date/Time: September 17, 2009 1:00 - 2:00p (ET) US

Hinton State Laboratory Institute
Lobby Conference Room